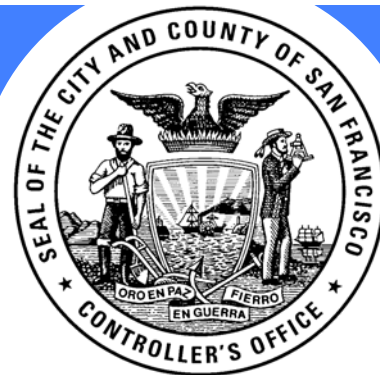


Designing a More Efficient Government

Creating a culture of innovation through Lean



CITY PERFORMANCE LEAN PROGRAM

Office of the Controller
City Performance Lean Program

Ryan Hunter | Vivian Chen

02.12.2020



2018 San Francisco Child and Family Survey

Summary of Findings

April 25, 2019

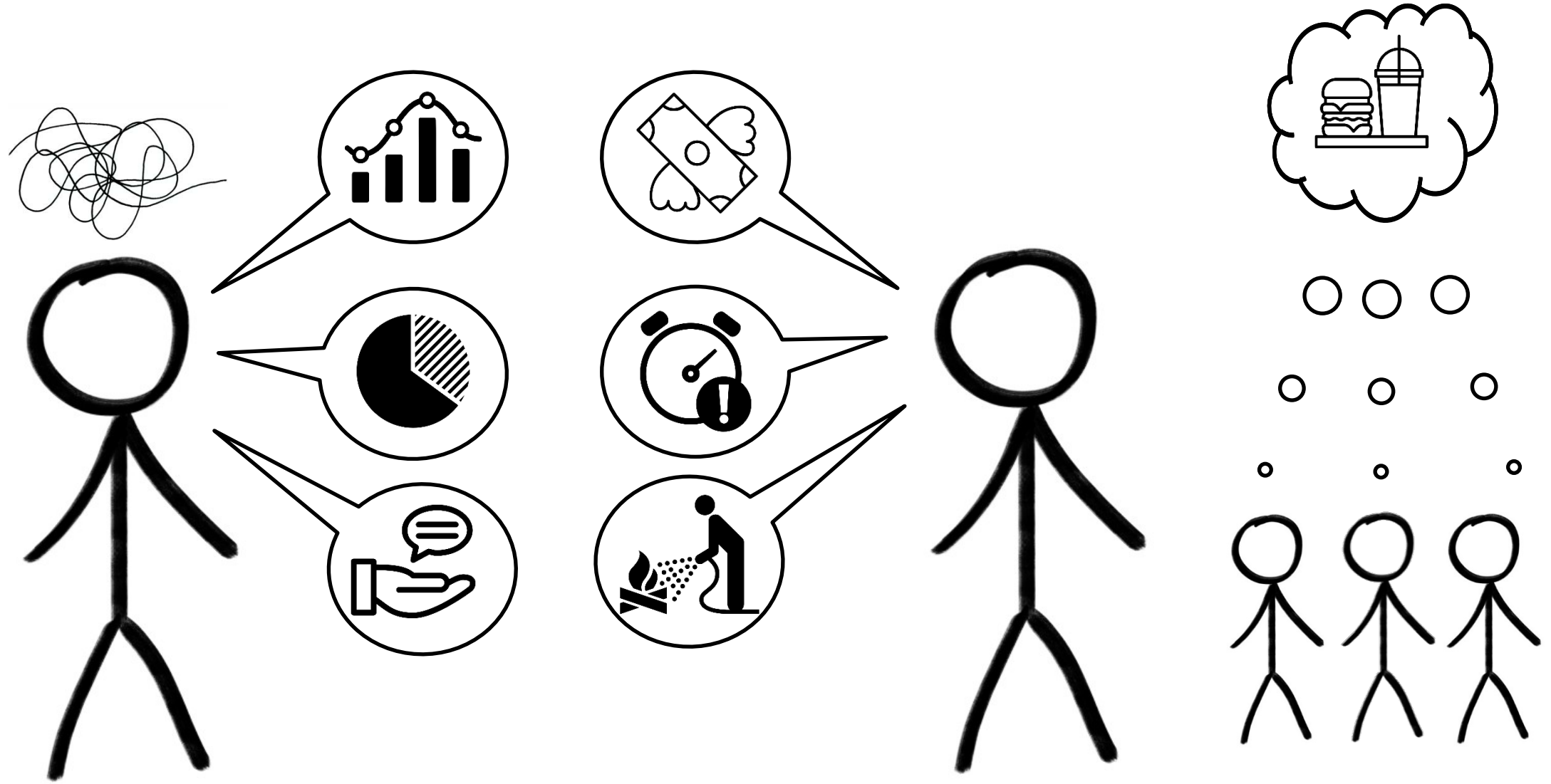
City and County Of San Francisco
Office of the Controller
City Performance Unit



PUBLIC WORKS



Change is hard



How do we ensure that data and analysis result in a culture of continuous improvement?





City Performance Lean Program

Our Process Improvement Approach

Our Process Improvement Approach

1000+

Staff trained

100+

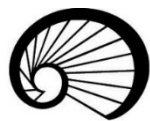
Simple innovations
("Just Do Its")

45

A3 projects
coached

12

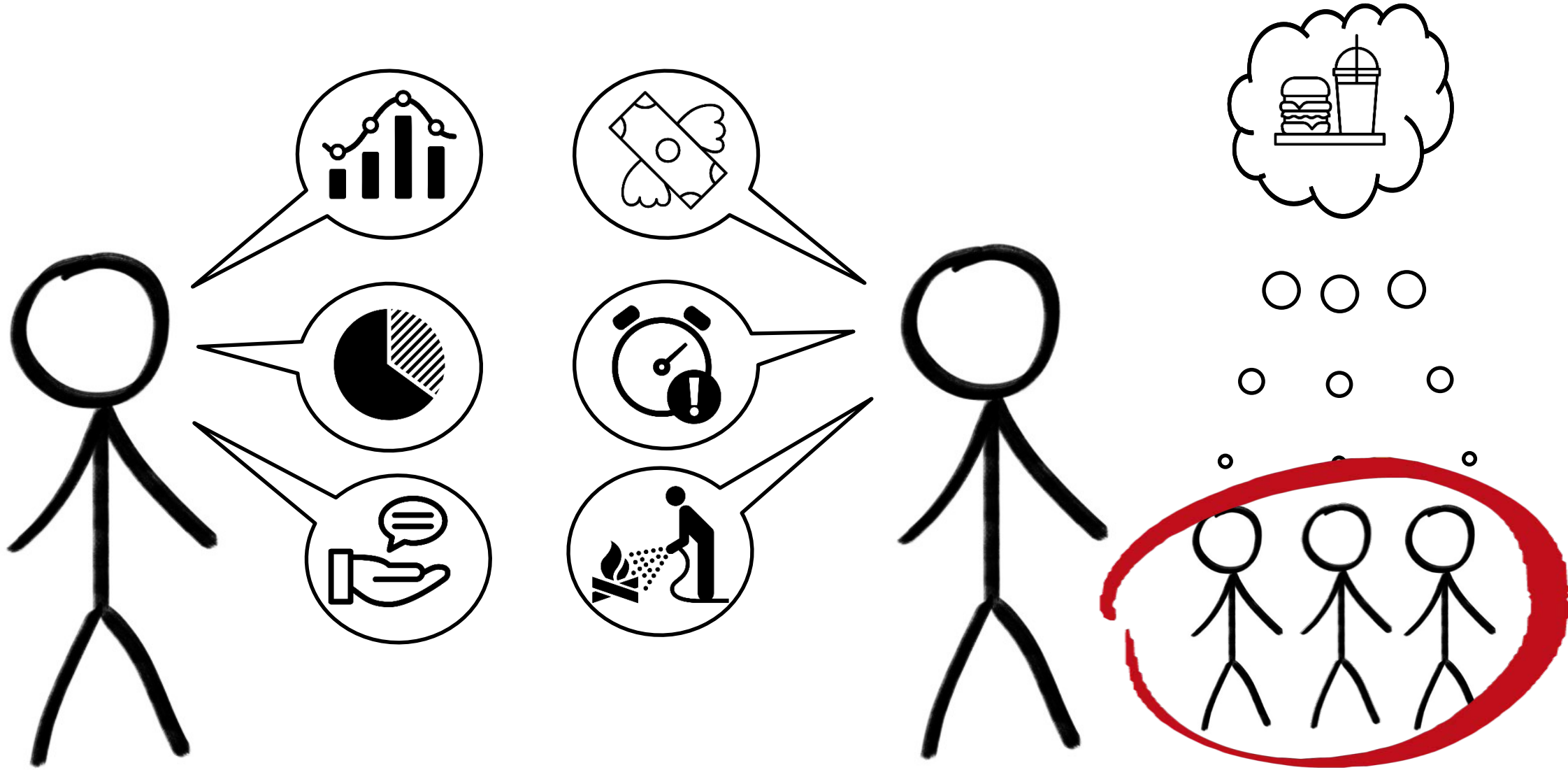
Partnerships
with City
departments

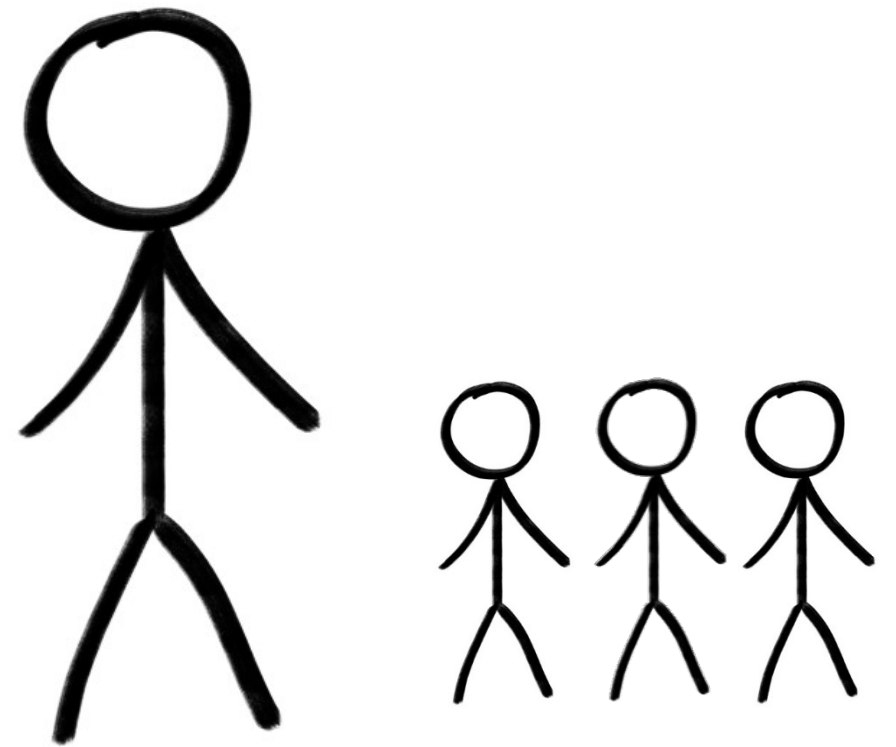
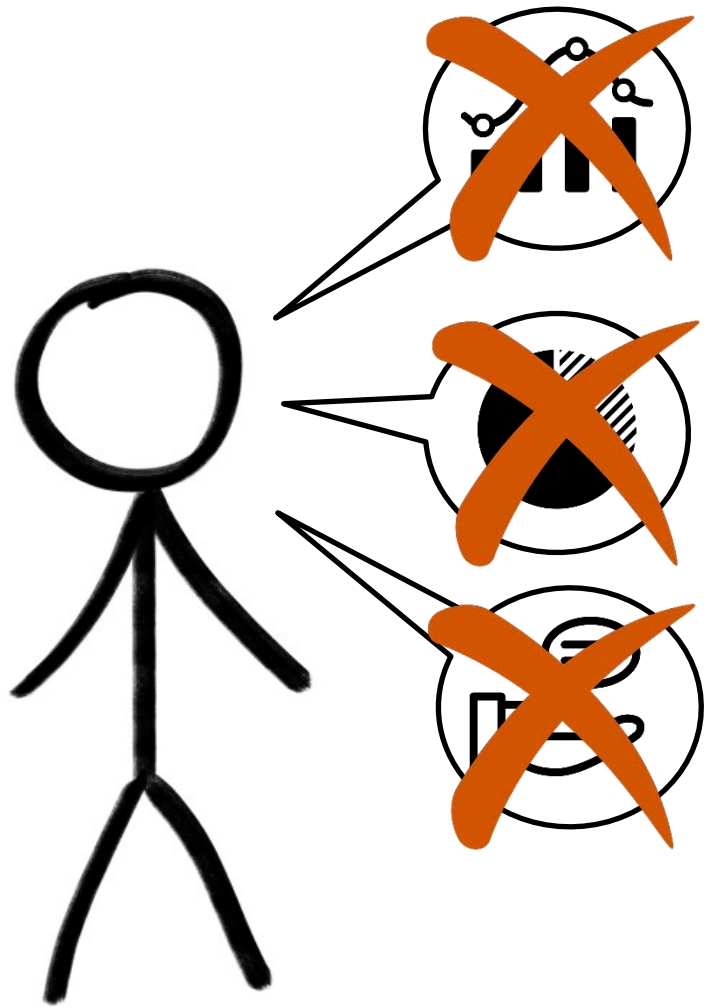


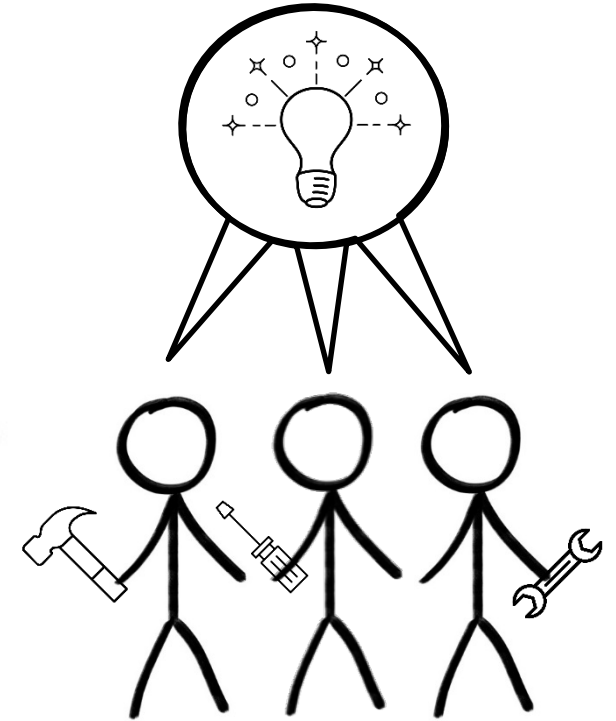
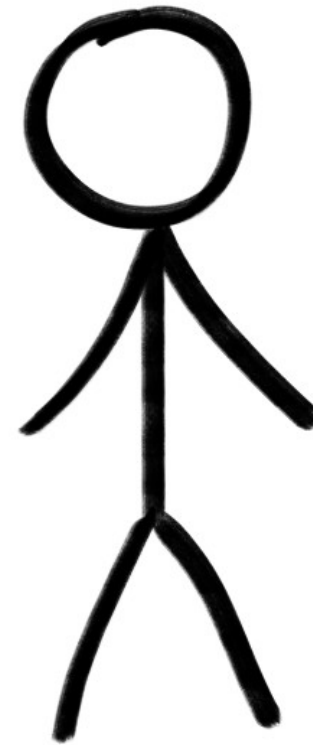
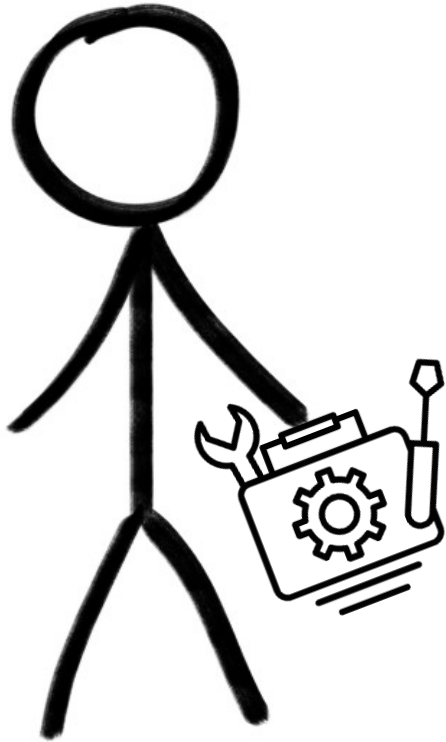
San Francisco Public Library



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING







We make the staff do the analysis

Teach hands-on

Give away ownership

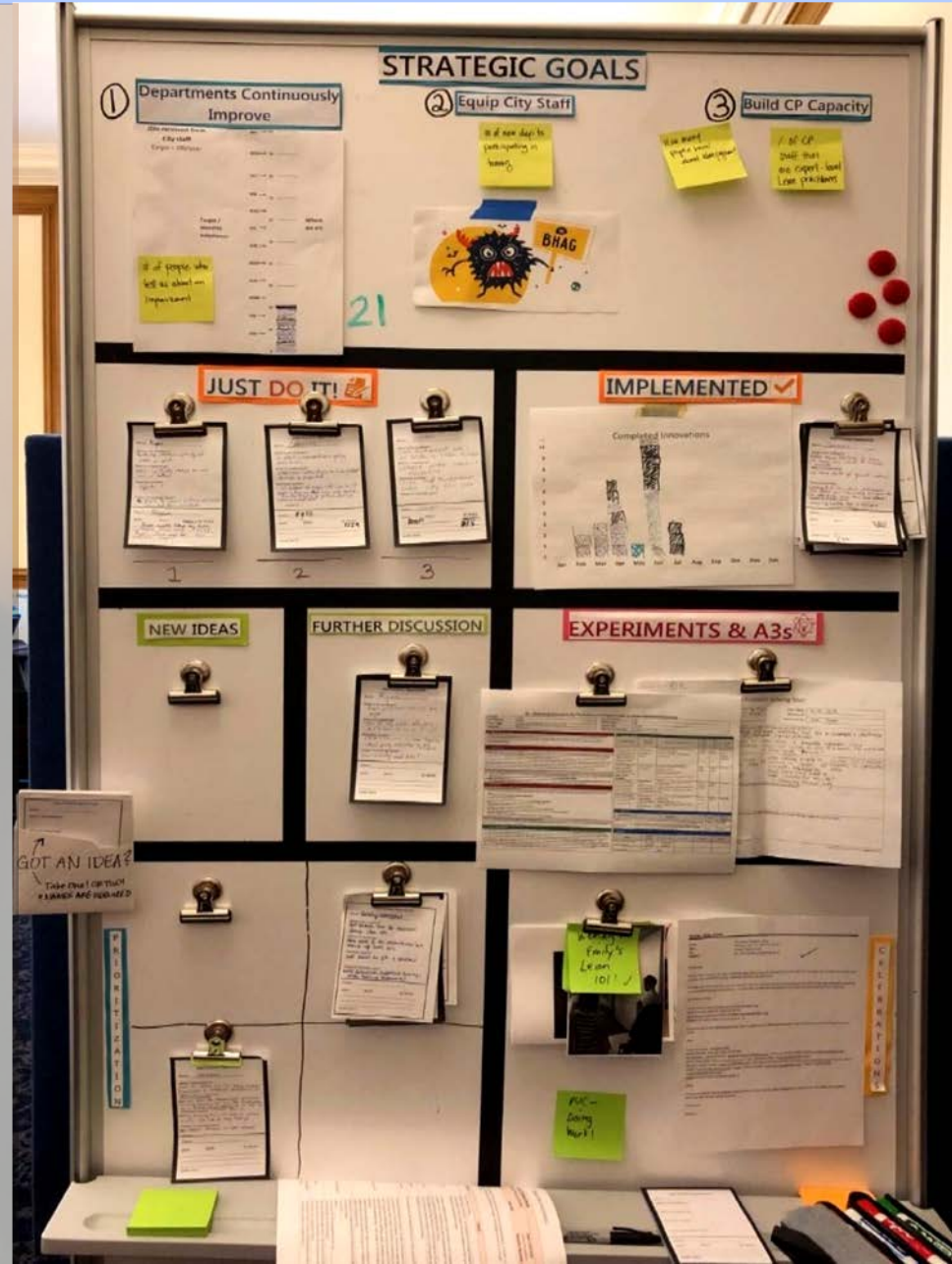


We coach instead of direct





We make space for staff to share ideas





We help management
give away control



Public Utilities Commission Time-to-hire

Reduced time to hire civil service analyst positions from **9 months to 5 months.**



SF Recreation & Parks Yard-wide 5S

Cleared out **75 tons** of unwanted and unused materials that were outdated or broken .

A change that sticks!

15



2017

SF Recreation and Parks
Department

2018



Thank You!

Questions?

To learn more, visit our website:
cityperformanceleanprogram.weebly.com

Contact us at:

Ryan Hunter, ryan.hunter@sfgov.org
Vivian Chen, vivian.j.chen@sfgov.org
or con.leanprogram@sfgov.org